

In The United States Patent And Trademark Office

Applicants:	Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay		
Assignee:	Siebel Systems, Inc.		
Title:	System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing		
Serial No.:	09/823,770	Filed:	March 31, 2001
Examiner:	Quynh H. Nguyen	Group Art Unit:	2614
Docket No.:	SBL0002US	Confirmation No.	6431

Austin, Texas
July 2, 2007

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (RCE)

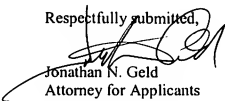
Dear Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the accompanying Amendment and Remarks in support of this Request.

Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of July 2, 2007. The RCE fee required under 37 C.F.R. § 1.17(e) and extension fees are authorized through transmittal. Applicants respectfully request issuance of a Notice of Allowance in light of the accompanying Amendment and Remarks.

Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

Respectfully submitted,



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